

## COMPLAINTS AND APPEALS POLICY

Sea School International is committed to providing an effective, efficient, timely, fair and confidential complaints and appeals handling procedure for all students.

- Academic matters include those relating to student progress, assessment, course content or awards.
- Non-academic grievances tend to arise from events occurring at the training facility or from decisions made by the school.
- An appeal can be made when a student is not satisfied with the outcome at any stage of the complaints and/or assessment process.

<b>Procedure for a grievance, complaint and/or appeal:</b>	
1. Discuss the issue with the member of staff or trainer involved or course participant	<p>You might have a grievance or complaint about:</p> <ul style="list-style-type: none"> <li>• Our RTO and administration staff</li> <li>• Your course or your assessment result</li> <li>• A Trainer or an Assessor or Supervisor in a work placement</li> <li>• Another course participant or person at the RTO</li> </ul> <p>We encourage participants to talk directly with the person involved and see if you can sort out the issues of concern.</p>
2. Discuss the issue with a Manager	<p>Where talking with the person is not appropriate, the complaint can be discussed with the RTO Compliance Manager by phone or through email :<a href="mailto:mandy@seaschool.com.au">mandy@seaschool.com.au</a></p> <p>We will seek an immediate resolution of the matter if possible within our roles in the management of the RTO. We will communicate with you, discuss the matter with other parties and seek resolution. We must refer to our RTO policies and procedures and point this out to you as the complainant and the process will be fair and transparent. We allow 10 days.</p>
3. Fill in the written complaint form and it will be considered by the Director	<p>If the complainant is not satisfied with the suggested resolution, we will advise you to put the complaint in writing on our complaints form and submit. This form can be downloaded from the website and sent by email. The complaint goes to the Director who will consider the written complaint. Where the matter may involve the Director, we will use an agreed third party to consider the complaint and the resolution proposed. This will make the process fair and transparent.</p>
4. How we advise of the complaint resolution and give written notification of the decision	<p>A meeting or phone conference may be offered to the complainant. Details of any meetings with the complainant will be recorded in writing and the complainant informed within 28 days of receipt of the written complaint of the RTO's decision related to the complaint. A support person can be there with the complainant. We must refer to our RTO policies and procedures and point this out to you as the complainant so the process will be fair and transparent. We allow 28 days for internal decision making and resolution between you and the RTO.</p>
5. If our internal process has not worked, you can seek a review or appeal the RTO decision. We move to mediation	<p>If agreement still cannot be reached, or the complainant is not satisfied with the RTO decision, then you can seek a review and appeal that decision. Our RTO offers a mediation services through LEADR. This is the final step in our internal complaints resolution process and we hope the complaint can be resolved to the satisfaction of all parties. Again, the decision of the mediation will be recorded and sent to all parties within 28 days of the final mediation meeting. This will be the final decision. We do expect this to be completed within 60 days. If more time is needed we will write to you and explain the delay and keep you up to date on progress of the matter.</p>
6. Complaints are in registers and the quality assurance system	<p>Complaints and appeals are logged in the complaints and appeals register, reported to management meetings and retained in our compliance records. We treat complaints as feedback that can improve our client services and quality assurance in the RTO. We are required to acknowledge formal complaints and rectification in reporting against the standards for RTO's.</p>

<p>7. External appeal Take the complaint to an external agency</p>	<p>Once mediation has been provided and closed out, we will advise the complainant that all internal processes have been exhausted. There are external agencies who can deal with your complaint where you wish a review or appeal against the RTO decision. NSW Department of Fair Trading. This is the external agency that deals with consumer complaints such as fees, discrimination or other matters. National Training Complaints Hotline give advice and refers you to the correct training body : Phone: 13 38 73 Mon- Friday 8am – 6pm. Written complaints can be emailed to <a href="mailto:skilling@education.gov.au">skilling@education.gov.au</a>.</p>
------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

## ASSESSMENT APPEAL

### PROCESS

If you would like to appeal your assessment result, please follow the process below:

<b>Procedure for an assessment appeal:</b>	
<p>1. Discuss your results with the Assessor who marked your work</p>	<p>For all assessment tasks but in particular for final assessment tasks, if the participant has a grievance about the results, the Assessor will immediately discuss the feedback provided and the assessment outcome to clarify the decision of Not Satisfactory or Not Yet Competent. This must be done within 14 days from the result date. There are opportunities for re-submission and re-sits as explained during the course so most assessment matters can be resolved at this stage.</p>
<p>2. Review - Request a re-marking by the same Assessor or another Assessor</p>	<p>If agreement cannot be reached, the participant has the right to request a re-marking where the work is assessed again by the same Assessor, or that another Assessor undertakes the marking of the submitted work for assessment. This must be done within 14 days from the result date.</p>
<p>3. Fill in and send a written assessment appeal that will be considered by the Training Manager</p>	<p>If the assessment decision remains Not Satisfactory or Not Yet Competent after the re-marking and the participant is still not satisfied, then the RTO Compliance Manager shall discuss the assessment decision with the participant and the Assessor. The request must be submitted in writing within 28 days of the date of the remarked results.</p>
<p>4. The Appeal resolution by meeting or phone then the Director will send written notification of the decision</p>	<p>A meeting or phone conference may be offered to the participant who is appealing the decision. Details will be recorded in writing and the appellant informed within 28 days of receipt of the written appeal of the RTO’s decision related to the appeal. A support person can be used. We must refer to our RTO policies and procedures and point this out to you so the process will be fair and transparent. We allow 28 days for internal decision making and resolution between you and the RTO.</p>
<p>5. If our internal process has not worked, you can seek a review or appeal the RTO decision. We move to external marking.</p>	<p>If the appellant is still not satisfied with the result and wishes to pursue the matter, we offer an external mediation and assessment service through a VET consultancy RTOhelp Pty Ltd. This is the final step in our internal complaints resolution process and we hope the assessment decision can be resolved to the satisfaction of all parties. Again, the decision by a third party Assessor will be recorded and sent to all parties within 28 days. This will be the final decision.</p>

6. You have 3 months to submit assessment appeals	Formal written appeals against an assessment decision must be submitted within 3 months of the submission date of the assessment. Appeals will not be considered after that date.
7. Appeals improve our quality of training and assessment system	Complaints and appeals are logged in the complaints and assessment appeals register, reported to management meetings and retained in our compliance records.
8. Take the appeal to the national training complaints hotline	Once mediation and the external assessment services has been provided, we will advise the student that all internal processes have been exhausted. He/she can take the matter to the National Training Complaints Hotline. Phone: 13 38 73 Mon- Friday 8am – 6pm Written complaints can be emailed to <a href="mailto:skilling@education.gov.au">skilling@education.gov.au</a> .
8. The role of ASQA in investigating issues around quality of training and assessment after internal processes are exhausted.	Our RTO will also provide a link on the website and information in the website FAQ's about the RTO regulator's complaints handling process. The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector, it regulates courses and training providers to ensure nationally approved quality standards are met. It is not ASQA's role to arbitrate between aggrieved parties. ASQA receives and investigates complaints in order to manage the risk of training providers not complying with their legislative obligations. Participants will be informed of ASQA's role at induction.